

<b>Subject:</b>  POP NOISE FROM FRONT SUSPENSION	<b>Service Alert No.:</b> SA-044/23
	<b>Last Issued :</b> 07/28/2023

## BULLETIN NOTES

### APPLICABLE MODEL(S)/VINS

2020-2024 CX-5  
2020-2021 Mazda6

## DESCRIPTION

Some customers have reported experiencing a one-time popping or clunking sound while driving their vehicle. The noise is most noticeable when duplicating the driving conditions of going up or down an incline while simultaneously making a turn.

### NOTE:

- For Mazda6 vehicles, the noise may only be heard once per day.
- To reproduce the concern, allow the vehicle to sit overnight and then drive it.

The noise has been traced to the front stabilizer (sway bar) bushings and the recommended action is the following repair information (if the noise can be duplicated).

**NOTE:** The repair itself is not complex, but accurately replicating the concern may require additional time. To minimize inconvenience to the customer, ensure that they are provided with a loaner vehicle while the diagnosis and repair take place.

## REPAIR PROCEDURE

1. Verify the customer concern.

### NOTE:

- DO NOT REPLACE THE STABILIZER.
- If the customer is returning with the same concern, contact Hotline for the next steps.

2. Unbolt the bushing brackets and remove them from the stabilizer by referring to the instructions on MGSS.

- CX-5 (FRONT STABILIZER REMOVAL/INSTALLATION)
- Mazda6 (FRONT STABILIZER REMOVAL)

3. Lube the outside of the bushing and the inside of the bracket with silicone grease.

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical--including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

4. Bolt the bracket down again using the torque spec listed in the instructions on MGSS.

- CX-5 (FRONT STABILIZER REMOVAL/INSTALLATION)
- Mazda6 (FRONT STABILIZER INSTALLATION)

5. Recheck the vehicle after it sits **overnight** to confirm the noise has been eliminated.

**Was the noise eliminated?**

**YES:** Release the vehicle to the customer.

**NO:** Contact the Hotline for the next steps.

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.